TERRE HAUTE A LEVEL ABOVE

JOB POSTING

Position: System Administrator
Dept: Information Technology Department
Posting Dates: 6-7-07 until filled

Benefits Eligible
Full-Time Position

Salary Range:
$30,000 to $36,225
(grade 9)

Summary:
Installs, configures and maintains server hardware, network devices and operating systems. Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Monitors email and web servers, filtering, and storage. Creates user accounts and maintains security levels on applications, storage folders and databases. Troubleshoots network performance issues, analyzes and resolves problems associated with server hardware. Tests and evaluates network systems servers and desktop systems to eliminate problems and make improvements. Recommends hardware, software applications, upgrades and patches. Provides technical support and guidance to users. Creates tests and maintains disaster recovery plans.

Position Responsibilities (include but are not limited to the following):
• Creation and management of user accounts, storage space and network attached devices
• Installs and upgrades server based software packages
• Monitors and maintains network backup and recovery functions
• Support of existing applications within the City's network, some are COTS packages, some are custom developed
• Assists clients with technical support; acts as second level of support for help desk
• The installation, configuration, troubleshooting, and maintenance of desktop software
• The installation, setup and upgrading of Windows OS and device drivers
• Perform the upgrades of PC's and servers with related application software when required
• Provide technical support for network, email, and internet troubleshooting to other software and hardware staff
• Provide Help Desk trouble ticket information for service level tracking in the event of any downtime caused by software problems
• Inform change control with information regarding software upgrades
• Provide prompt and courteous service to all end users and peers
• Maintain and publish documentation on relevant projects and tasks
     Incumbent will be on-call for support of IT systems for operations in City Departments including public safety systems, engineering systems, and other systems that may require 24x7 coverage. Position requires the carrying of a cell phone/pager and to be on-call 24 hours per day to respond to emergency situations. Occasional weekend and/or evening work is required.
     Incumbent may be required to support users and equipment away from the primary work location, requiring use of own vehicle for transportation. Mileage for POV is a reimbursable expense.

Knowledge, Skills, and Abilities Required:
• Strong background with Windows Server Operating Systems and Networking
• Understanding of LAN and WAN configuration and management.

- Citrix and other RDP package experience
- Strong background with Microsoft Office Products
- Web applications and content management tools
- Basic Networking skills
- Excellent Documentation Skills
- Strong troubleshooting abilities
- Strong communication skills
- Ability to establish user trust and confidence in the group's knowledge of and concern for users needs
- Excellent team-oriented interpersonal skills

Minimum Qualifications:
- Bachelor's degree in a technical area is desirable; equivalent experience acceptable.
- Experience in a team lead or project management position essential.
- Working knowledge of Windows Server 2003, Server 2000, Active Directory, Microsoft Exchange, IIS, and Microsoft SQL Server is required.
- Working knowledge of Cisco networking equipment and operating systems is desired.
- Working knowledge of XP/2003 Office Professional, Visio, Adobe Acrobat, Internet Explorer, and similar desktop applications is required.
- Working knowledge of Citrix and other remote desktop applications are desired.
- Experience with server based Antivirus software is desired.
- Microsoft certifications are preferred.
- Experience with web applications and content management tools (IIS, Zope, Apache, PHP, Python, ASP, etc.) is desired.

Physical Requirements:
The following are some of the physical demands commonly associated with this position.
- Daily use of computer (keyboarding) and office telephony equipment is required.
- While this position commonly entails 50-80% sitting and the remaining time standing or walking, the following physical demands could be associated with this position:
- Lifting or carrying up to 50 pounds (i.e. PC or various network equipment and or tools).
- Pushing or pulling up to 100 pounds (i.e. on a cart or pallet).
- Stooping, kneeling, crouching, climbing, or reaching (i.e. cabling and for installation of various computer equipment).
- Use of traditional computer data entry and interface devices, such as keyboards, mice, trackballs, video display equipment.

> *Internal Candidates* must complete and submit a Job Interest Form to the Human Resources Department. Job Interest Forms are available for download on the City's Intranet site under HR section/Forms & Resources or you may contact HR at 244-2326.

How To Apply: Applications/Resumes and professional references will be accepted in person or by mail, fax or email your resume to:

City of Terre Haute
Human Resources
17 Harding Ave
Terre Haute, IN 47807
Confidential Fax: 812-244-2302   Email: hr@terrehaute.in.gov
Applications will be accepted until the position is filled.